

BAY BEACH EMPLOYEE HANDBOOK

2018



PHONE: (920) 391-3690

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WELCOME!!

On behalf of the City of Green Bay Parks, Recreation, & Forestry Department, we would like to take this opportunity to welcome you to your place of summer employment – Bay Beach Amusement Park.

Since 1892, Bay Beach has been a hub of activity for Green Bay residents and tourists. During those early years, swimming was the main attraction. However, during the 1950s, the focus turned to amusement rides, and the rest is history.

You are an important part of the quality of life for Green Bay residents. Families look forward to coming to our park for a day of relaxation, excitement, and just plain fun! The friendly interaction you have with our customers makes them feel special.

We hope you enjoy your summer with us. Please review this manual carefully as it will give you a foundation to begin your training as a ride operator or concessions employee. If you have any questions about this manual, please contact a manager as soon as possible. Thank you for choosing Bay Beach Amusement Park!! Have a great summer!!

Sincerely,

A handwritten signature in cursive script, appearing to read "Jason Arnoldi".

Jason Arnoldi, Manager
Bay Beach Amusement Park

A handwritten signature in cursive script, appearing to read "Britney Burkart-LaBar".

Britney Burkart-LaBar, Assistant Manager
Bay Beach Amusement Park

COMPENSATION & BENEFITS

Required Employee Records

1. Completed and signed job application.
2. W-4 form.
3. I-9 Employment Eligibility Verification form including providing documents meeting listed requirements.
4. FICA Alternative Program Form.
5. Direct Deposit Authorization Form.
6. Completed work permit if required (under 16 years of age).

SITES TO OBTAIN WORK PERMITS:

City of Green Bay Parks, Recreation, & Forestry Office, 448-3365, 8 a.m. – 4:30 p.m., Monday – Friday, 100 N. Jefferson St., Rm. 510, Green Bay

Brown County Clerk's Office, 448-4016, 8:00 a.m. – 4:00 p.m., Monday – Friday, 305 E. Walnut St., Room 120, Green Bay

East High School – Student Services, 448-2090, 7:15 a.m. – 3:15 p.m., Monday – Friday any school day, 1415 E. Walnut St., Green Bay

Southwest High School – Career Center, 492-2650, 7:15 a.m. – 3:00 p.m., Monday – Friday any school day, 1331 Packerland Dr., Green Bay

West High School – Career Center, 492-2600, 7:15 – 11:30 a.m. and 12:30 – 3:15 p.m., Monday – Friday any school day, 966 Shawano Ave., Green Bay

Bay Port High School, 662-7000, 8:00 a.m. – 2:00 p.m., Monday – Friday, 2710 Lineville Road, Howard (for Howard-Suamico School District residents only)

The following information must be furnished:

- A. Proof of age (birth record, baptismal certificate)
 - B. Social Security card
 - C. Letter from employer stating intention to employ minor
 - D. Letter of consent from parent or guardian. Employer's letter may be co-signed by parent or guardian.
 - E. Fee of \$10 paid.
7. Any changes in name, address and/or phone number, must be given to supervisor or manager as soon as change is made.

COMPENSATION & BENEFITS CONTINUED

PAYROLL

DIRECT DEPOSIT

All City employees are subject to mandatory direct deposit of their entire paycheck. You may have turned in direct deposit information in the past. If you have not been paid from the City of Green Bay in the past 60 days, your direct deposit information is deleted from the payroll software. You will need to turn in direct deposit information before we can schedule you to work. Forms are available through your supervisor or the Payroll Department. Forms are also available on the City's website under **Quick Links/Forms/Employment/Direct Deposit Authorization Form**. If you are depositing into a checking account, a voided check must accompany your direct deposit form.

PAYROLL CALENDAR

Your first paycheck is delayed by two weeks.

Pay dates: See payroll calendar in appendix.

W-2 MAILINGS

W-2s (tax information) will be mailed to your home address no later than January 31.

HOURS OF WORK

Work schedules will vary by division and position. Refer to your division's section for more specific information.

OVERTIME EXEMPTION

The Fair Labor Standard Act provides overtime exemption for amusement and recreational employees. Exemption applies for any adult employee who is employed by an establishment, which is an amusement or recreational establishment, organized camp, or religious or non-profit educational conference center, if it does not operate for more than seven months in any calendar year. Adult employees are defined as anyone who is 18 years old or a high school graduate.

COMPENSATION & BENEFITS CONTINUED

CHILD LABOR LAWS - EFFECTIVE 6/97 (FAIR LABOR STANDARD ACT)

| | | |
|-------------------|----------------------|---------------------------------------|
| 16 & 17 year olds | No hour restrictions | |
| 14 & 15 year olds | School days | 3 hours |
| | School week | 18 hours |
| | Non-school day | 8 hours |
| | Non-school week | 40 hours |
| | Time of day | 7 a.m. - 7 p.m. (Labor Day to May 31) |
| | Time of day | 7 a.m. - 9 p.m. (June 1 to Labor Day) |

CLASSIFICATION PLAN

The City of Green Bay Parks, Recreation, & Forestry Department and the Department of Public Works have a payroll classification plan which is reviewed annually. All seasonal positions are classified by A, B, C, D, E, F, or G. Within each classification, there is a step plan, 1-4 with step 1 being the lowest. For each progressive year of employment, the employee moves up one step in the pay plan.

FICA ALTERNATIVE RETIREMENT PLAN

Employee Benefits:

- As an employee, you will contribute 7.5% pre-tax dollars into the group annuity underwritten by the Life Insurance Company of the Southwest (rated "A" Excellent by A.M. Best) versus a 6.2% after-tax dollar contribution to FICA (the 1.45% contribution to Medicare will not change).
- Each employee is 100% vested in their own pre-tax account and earns a market rate of return.
- Once per calendar year, you will receive a statement indicating all deposits and interest earned.
- When you terminate or separate from employment, the account balance will be available for distribution.
- There are two options for distribution:
 - (1) Direct payment to participant or beneficiary
 - (2) Direct rollover to IRA account or other qualified plan. Distributions are subject to mandatory federal and state income tax withholding if applicable.

If you have specific questions regarding program features, please contact Jim Hintz or Bruce Nelson of Precision Retirement Group (PRG) at 1-800-238-9101 or access their website at www.prginfo.com. You may also contact the plan administrator, Pelion Benefits, Inc. at 1-888-532-7526. If you have general questions, please call the Human Resources office at 448-3147.

COMPENSATION & BENEFITS CONTINUED

WISCONSIN RETIREMENT SYSTEM

Permanent employees working in excess of twelve hundred (1,200) hours per year qualify for participation in the Wisconsin Retirement System. Seasonal employees will not be scheduled for more than 1,200 hours in a calendar year.

EMPLOYEE BENEFITS

As a part-time employee, you are not eligible for benefits. You do not accumulate vacation time or sick leave. **DAYS OFF WITHOUT PAY ARE LIMITED AND MUST BE APPROVED BY YOUR IMMEDIATE SUPERVISOR.**

EMPLOYMENT STATUS

Employment with the City of Green Bay is an “at will” relationship, which means that either party can terminate the employment relationship at any time. Policies and procedures outlining terms and conditions of employment are merely guidelines which are subject to change at the sole option of the City of Green Bay and do not constitute and should not be relied upon by employees as contracts of employment.

EMPLOYEE GUIDELINES

UNIFORM POLICY

Purpose

To ensure all employees create a clean, crisp, professional, personal appearance to each other and our customers by maintaining uniformity, consistency, and professionalism in our dress and grooming standards. These are considered minimum standards but are not all-inclusive. Additional standards may be designed based on departmental needs. Please refer to your division guidelines for specific requirements.

General Rules of Wear

1. Uniforms will be selected and distributed by management staff of the Department who has the responsibility for ensuring that proper grooming and dress standards are adhered to and have the authority to determine what is appropriate.
2. Uniforms are to be purchased through your immediate supervisor. Money received from purchase of staff shirts is credited to clothing line item in each respected budget (WLS, Bay Beach, Pools and Recreation). Pool employees will purchase swimsuits. Check with your supervisor for swimsuit guidelines.
 - Staff uniforms should not be worn in public during non-working hours to avoid confusion to the public on whether or not you are on duty. At no time should staff uniforms be worn in taverns or at other non-working activities.
 - Uniforms are not to be altered in any way (slashing, cropping, dying, rolling up the sleeves, etc.).
3. Shorts and pants need to be in good public taste. Faded or ragged cutoffs, chopped shorts, or pants with holes are not acceptable. Please refer to the rule of wear requirements for your specific division.
4. Hats are permitted as long as they are clean, brim forward, and in good public taste. No hats are permitted that display alcohol, cigarettes, distasteful language or symbols, drugs, or any profane comments as determined by management staff. Please refer to rules of wear for your specific division.
5. On cold days staff is permitted to wear a staff sweatshirt or a jacket in good public taste.
6. Garments worn under staff uniforms should not be visible. Staff needs to maintain a professional appearance at all times as determined by Administrative staff.
7. Any department staff wearing a staff shirt at Bay Beach Amusement Park must have it tucked in to comply with facility rules.
8. Uniform colors must match that of the current stock. If uniforms are faded, ripped, altered, or discolored, you will be required to purchase new uniforms.

EMPLOYEE GUIDELINES CONTINUED

UNIFORM POLICY CONTINUED

9. Two earrings per ear are acceptable. More than two per ear is not acceptable. Earrings should be conservative in style and color to complement employee's appearance. Oversized earrings are not acceptable.
10. Body/nose and other visible piercings other than earrings may not be worn by any employee while working.
11. Jewelry and accessories should be moderate and businesslike and not interfere with work.
12. Hair must be clean and neatly trimmed and be styled in a natural manner. Hair color must be a natural shade.
13. Excessive or offensive tattoos must be covered while working.
14. Employees failing to report to work in the proper uniform may be subject to disciplinary action. Employees may be sent home without pay to get their uniforms.
15. Rings, other than plain bands, are not allowed in food prep and service areas (health department regulations).
16. Acrylic/fake fingernails are not allowed in food preparation and service areas (health department regulations).

SICK LEAVE/TIME OFF

1. Requests for time off will be made through your Supervisor or the Recreation Supervisor.
2. Scheduled time off requests should be given in writing thirty days in advance to the day of leave and must be approved (talk to Britney if you have any questions)
3. Excused absences include illness and funeral leave; however supervisors must be notified. All other business will need approval through your Supervisor.
4. Staff members are responsible for notifying management of their absence themselves. Notification via another staff member is not acceptable.
5. Refer to your division's section regarding specifics for calling in sick.

EMPLOYEE GUIDELINES CONTINUED

DRUG AND ALCOHOL POLICY

It is the policy of the City of Green Bay to maintain a drug-free workplace for all of its employees. Drug use both on and off the job can have a significant impact on an employee's job performance and can threaten an employee's own personal well-being and safety, as well as the safety of other City employees.

Employees are expected to report to work free from any substances that could inhibit their ability to perform their duties. The unlawful use, possession, distribution, dispensing, or manufacture of an illegal drug while on duty, on or off City property, is absolutely prohibited.

Failure to comply with this policy will lead to disciplinary action up to and including discharge.

Prescription and Over the Counter Drugs

City employees are to notify their supervisor when taking any medications, which may interfere with the safe and effective performance of their duties or operation of City equipment.

CONFLICT OF INTEREST

Employees shall not use their position or City facilities for personal financial gain during their scheduled work shift or on their own personal time.

SEXUAL HARASSMENT

What is sexual harassment?

Law defines as sexual harassment:

"Unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when:

- Submission to such conduct by an individual is made explicitly or implicitly a term or condition of employment;
- Submission to or rejection of such conduct by an individual is used as the basis for an employment decision; or such conduct has the purpose or effect to interfere with an individual's work performance, or creates a hostile, intimidating, or offensive working environment."

What is the City of Green Bay's position on sexual harassment?

The City of Green Bay does not tolerate sexual harassment in any form within the workplace.

1. Sexual harassment is impermissible and unprofessional conduct, which impairs the ability of a City employee to perform his/her job. Such conduct will be subject to disciplinary action in accordance with applicable due process requirements up to and including discharge. The following are examples which constitute sexual harassment in the workplace (it is not an all-inclusive list):
 - a. Any attempt to engage a non-consenting person in sexual activities or physical contact of sexual nature; or any unsolicited physical contact of a sexual nature; or
 - b. Unsolicited and/or repeated sexually derogatory epithets, sexually derogatory statements or gestures concerning an individual's body, or sexual derogatory statements or gestures concerning the anatomical parts specific to one's gender; or

- c. Jokes, pictures, or comments of a sexual nature, sexual remarks, or other sexual conduct that interferes with job performance or creates a hostile, intimidating or offensive environment; or
 - d. Use of voicemail, email, the internet or other such sources as a means to express or obtain sexual material, comments, etc; or
 - e. Any unwanted, unwelcome or unsolicited sexual conduct imposed on a person who regards it as offensive or undesirable; or
 - f. Any attempt to penalize or punish a person for either rejecting or objecting to the actions described above.
2. Any acts committed by employees or agents acting on behalf of the City which may constitute sexual harassment should be reported to one of the following:
 - a. Your Supervisor;
 - b. Superintendent of Recreation, Superintendent of Parks, City Forester, Facilities Superintendent, WLS Director;
 - c. Director of Parks, Recreation and Forestry; or
 - d. City Human Resource Analyst or management member

WHAT YOU NEED TO KNOW...

How to prevent harassment:

- Conduct yourself in a business-like manner.
- Dress appropriately for the job.
- Be familiar with your right to work in an environment free from sexual discrimination.
- Be prepared to assert these rights.
- Become acquainted with the City's procedures for reporting sexual harassment.

What to do if you are sexually harassed:

- Be direct and candid with the person right away. Let the person know you find the conduct unwelcome and offensive.
- When reporting the harassment, be prepared to give the specific facts surrounding the incident. Give the who, what, when, where, and how.

PERSONAL CONDUCT

The nature of our work places us in the public eye daily. Reputation and image of the Parks, Recreation, and Forestry Department depends on the quality of work we accomplish and our actions in public.

You are expected to carry out your duties courteously and efficiently, always being aware that what you say and do in public reflects on yourself and the Department.

In addition, the following behavior may subject you to immediate dismissal:

- Threatening, attempting to do, or doing bodily harm to another person.
- Intimidating, interfering with, or using abusive language toward others.
- Making false or malicious statements concerning the department or others.

This policy also applies to other forms of harassment, which will be thoroughly investigated and handled accordingly.

EMPLOYEE GUIDELINES CONTINUED

INCLEMENT WEATHER

1. When storm conditions develop, all staff should be alert for thunder and/or lightning. Staff should take proper precautions with patrons by instructing them to return to their home or enter a building. Direct patrons to a safe area until severe weather has passed (20 minutes from last thunder and/or lightning).
2. In most cases, our facilities will not be closed due to inclement weather. Employees will assist in updating inventories, cleaning, and general maintenance routines.
3. During severe weather conditions, staff should listen to their radio for instructions and/or communications.
4. In case of inclement weather, you may be sent home early.

****Park Shop & Forestry employees:** If it is raining hard at 6:30 a.m., you can call the Park Shop at 448-3389 or 448-3390 to see if you should report for work.

****All other employees** shall report for assigned shift unless notified by supervisors or managers.

BREAKS

All employees are allowed breaks during their shifts - a supervisor will assign all break periods. Refer to your division section regarding specific guidelines.

EMPLOYEE THEFT

Taking **ANYTHING** (food and drink, clothing, tickets, money) that you haven't paid for or that doesn't belong to you or helping someone to do this is stealing. Any employee caught stealing will be terminated immediately and may be prosecuted by the City Attorney's Office as well. Stealing is illegal and violates the trust and confidence that is placed in you as an employee of the City of Green Bay. If you are aware of any violations, please report them to your supervisor immediately.

CASH HANDLING ACCOUNTABILITY

All employees responsible for cash handling (from the concessionaire selling tickets and candy to the supervisor responsible for the daily bank deposit) will be held accountable for all funds collected. Discipline up to and including dismissal and prosecution may result from dishonesty and/or theft.

TRAINING

Each division will conduct training for its specific employees. One resource for this training is this Employee Manual. Employees are responsible for reading their manual, signing and completing the form inside indicating they have done so, then returning that form to their supervisor.

EMPLOYEE GUIDELINES CONTINUED

STAFF LIABILITY

Know your job responsibilities. Don't overstep authority levels. If you deviate from the written policies and procedures, be prepared to accept the consequences of that action.

ADA

The Green Bay City pools, parks, and facilities are in compliance with the Americans with Disabilities Act. Please make every effort to accommodate individuals with special needs in the use of our facilities. Safety is our utmost concern. Should you have any questions, concerns, or situations you are unsure of, please contact your supervisor. Also, refer to your division's section for any specific ADA guidelines.

GENERAL GUIDELINES

- Absences or tardiness from work or staff meetings without permission from your immediate supervisor will result in disciplinary action up to and including dismissal.
- Do not allow friends to distract you at work. They are not to visit, text, or call you during work hours.
- Know your duties at all times. Keep informed of your work schedule. Employees are expected to attend all scheduled staff meetings.
- The use of tobacco products is not allowed while you are on duty.
- Drinking of alcoholic beverages and/or use or possession of illegal drugs on the premises is not allowed. Disregard for this rule may lead to immediate dismissal.
- Always present a favorable public image.
- Do not congregate during slack periods. These periods of time will be utilized for maintenance and clean-up tasks or other duties as assigned.
- Radio – phone usage is meant for emergency use and staff communication only and not for personal conversation. If applicable, carry a radio/phone with you when you are performing security duties.
- **Staff will not hold patron personal belongings or valuables** under any circumstances. Doing so could make the individual personally responsible for any alleged losses.
- Personal belongings such as eyeglasses, watches, clothes, etc., if damaged, are termed occupational hazards. The City is not liable for damages and will not reimburse the employee.

LANGUAGE BARRIERS

There may be occasions when patrons do not speak English and require assistance in order to participate in or register for a program. Staff is requested to make every effort to accommodate these individuals. If no one is available on site, please contact your supervisor.

EMPLOYEE GUIDELINES CONTINUED

DIVERSE POPULATIONS

The City of Green Bay's population is continually becoming more diversified. As a Parks, Recreation, and Forestry Department employee, it is your responsibility to be accommodating and sensitive to all populations. The department will not tolerate use of racial slurs, favoritism, or bigotry based on race, creed, or color. Should any employee have questions, concerns, or situations in working with barriers between populations, you should contact your supervisor immediately.

EVALUATIONS

Performance evaluations will be conducted for most summer seasonal employees and ski hill employees. Evaluations will be reviewed with the employee near the end of the season or prior to the employee's last day. These evaluations are to aid in communication between the staff and supervisors and will determine return status for employment. Both the employee and supervisor will sign this form. Evaluations will also become a part of the part-time employee's permanent record. See sample form in appendix.

SOCIAL MEDIA/NETWORKING WEBSITES

Be cautious when using Social Media/Networking Websites (i.e. Facebook, SnapChat, etc.). You represent the City of Green Bay. Do not denigrate the City, our facilities, or your own character.

It is generally recommended that employees use social media/networking sites responsibly. Misuse of social media and/or networking sites can be grounds for discipline up to and including termination. Social media/networking sites may include but are not limited to: SnapChat, Facebook, Twitter, personal blogs, LinkedIn, etc.

Misuse of social media/networking sites may include but is not limited to the following:

- Taking and posting pictures of participants on social media sites without parent and supervisor permission.
- Any disclosure of private confidential information of the City, department, and/or its programs/services.
- Posting or use of City logos, staff uniforms, etc.
- Posting of false or disparaging information about the City, employer(s), fellow employees, program participants, etc.
- Information that is openly viewable to the public that represents or reflects poorly upon the City, department, or its programs/services.

For further details, see City of Green Bay Policies and Procedures Manual.

SAFETY & SECURITY

EMPLOYEES

Each City employee is responsible for performing their job with every possible regard for their own safety and the safety of others. All employees shall be expected to abide by all federal, state, and City safety standards that apply to the performance of their job. This shall include but not be limited to: reading and following City safety rules, wearing required personnel protective equipment, immediately reporting all accidents and injuries and watching out for and reporting all unsafe conditions they observe.

BLOODBORNE PATHOGENS

As an employee, you may be presented with situations that require you to deal with Bloodborne Pathogens (blood and other body fluids). For your protection and safety, it is **MANDATORY** that you adhere to the following information and procedures.

When dealing with an “at risk” situation:

- Wear latex gloves. If you are allergic to latex, please ask for non-latex gloves.
- After removing gloves, wash hands thoroughly, including any other skin surfaces or clothing that unexpectedly came in contact with bodily fluids. Changes in clothing should occur as soon as possible.
- Should you in any circumstance have a blood-to-blood contact (ex. a drop of blood from an injured participant drops on an open wound of yours), you are to notify your supervisor **immediately**.
- Cleanup of an area where an “At Risk” situation occurred should involve disinfecting of that area and disposal of contaminated materials into the biohazard disposal container. Any sharps must be disposed of in sharps container, not just contaminated items. These containers are found in all work areas. Notify your supervisor immediately when the biohazard or sharps container is in need of being emptied, or in what area disinfecting needs to take place.
- Annual training is mandatory for most divisions.

POST-EXPOSURE EVALUATION AND FOLLOW-UP PROCEDURE AFTER EXPOSURE TO BLOOD OR OTHER POTENTIALLY INFECTIOUS MATERIALS

- Any employee exposed to blood or other potentially infectious materials will report the incident to their supervisor immediately or as soon as possible. Prompt reporting is essential because in some cases post-exposure treatment may be recommended, and it should be started as soon as possible.
- Administer First Aid immediately or as soon as possible, post exposure.
- If exposure is on non-intact skin, wash the area thoroughly with soap and water.
- If the exposure is a splash to the eyes or mouth, flush with copious amounts of water.
- If the exposure occurs between the hours of 7:00 a.m.-3:00 p.m., Monday-Friday, contact the City Occupational Nurse at 448-3127, and she will determine if it is a Significant Exposure and initiate the proper medical evaluation.
- During “off” hours, proceed to the nearest ER. They will determine if it is a Significant Exposure and initiate the Significant Exposure protocols.

- If possible, document who the source person is and how to contact them. Depending on the risk of the exposure, they may be contacted to have the necessary labs drawn. If possible, this person should be directed to the same ER you have chosen for your initial follow-up.
- Contact the City Occupational Nurse at 448-3127 to inform her of the exposure by leaving a message on her confidential voicemail. This will ensure timely post-exposure follow-up labs and counseling if needed.
- You must complete an Occupational Injury Form along with an Occupational Exposure form.
- All follow-up is confidential including lab results and counseling that is needed. This will be kept in the City Occupational Nurse Medical files.

OCCUPATIONAL EXPOSURE EVALUATION AND FOLLOW-UP PROCEDURE

- Any employee having a Chemical Exposure via skin/eye contact or inhalation must seek First Aid immediately.
1. Skin/eye contact
 - a. Wash exposed area immediately with copious amounts of water for at least 10 minutes.
 - b. Flush eyes using eye wash solution or eye wash station for 15 minutes.
 - c. Refer to MSDS sheet for further medical treatment.
 - d. Seek medical treatment immediately for continued pain, skin blistering, eye irritation or visual problems.
 2. Inhalation exposure
 - a. Leave the area immediately.
 - b. Refer to MSDS sheet for further medical treatment.
 - c. Seek medical attention immediately if any respiratory symptoms develop.
- Report incident to Supervisor.
 - Complete Report of Occupational Injury Form AND the Report of Occupational Exposure Form.

EMPLOYEE INJURY

- 1) **Immediately report all injuries to your supervisor.** All City employees are covered by the City's insurance while on duty. For any emergencies requiring immediate treatment, call 911. Emergency room staff must be informed this is a Workman's Compensation case. For any non-emergency injuries, the injured person will be referred to Prevea Health Services. Your supervisor will call ahead and inform the receptionist that you are a City employee and the type of injury that occurred. It is the responsibility of your supervisor to fill out the employee injury report within a 24-hour period. This report is not the same as an incident report for patron injuries.
- 2) Employee responsibilities include:
 - a. Employee must call 448-3125 or stop in at the Risk Management Department, Room 500, City Hall, as soon as possible after treatment.
 - b. Submit any bills you may receive to Risk Management.

SAFETY & SECURITY CONTINUED

PATRON INJURY REPORT

Incident Reports

- 1) An incident report must be completed any time you give first aid or a serious situation has presented itself. No matter how serious or slight the incident may seem, we need to have a record of it for insurance purposes.
- 2) Staff must refrain from stating personal comments, opinions, or judgments when completing the reports.

EMERGENCY PROCEDURES

- 1) Life threatening or serious situations, employees should:
 - a) Call Green Bay Police Department immediately on the radio. (Use Channel 2, if applicable)
 1. Your first statement on the radio should be **your location, calling Green Bay Police.**
 2. After you get a response, state your name and which park or facility you are at again and be able to give them an address.
 3. State the situation and any type of injuries involved.
 4. Follow all directions given by the police dispatcher.
 5. Keep the radio with you until the situation is resolved.
 - b) Notify parents if an injured participant is less than 18 years of age.
 - c) Fill out incident report thoroughly.
 - d) Call your immediate Supervisor.

***In a serious situation, it will be very important for you to keep calm and think rationally.** You may be dealing with some very nervous and frantic people.

- 2) Non-life threatening situations:
 - a) Analyze the situation.
 1. You should use your best judgment in determining a life threatening injury versus a non-life threatening injury. If in doubt, err on the safe side.
 - b) If incident is a serious yet not a life threatening situation, do not call the Green Bay Police without first attempting to get a parent's okay, if the parents are on site. Parents may prefer to transport a child to the hospital themselves. If parents are not on site, contact a supervisor immediately for instructions.
 - c) Fill out incident report.
- 3) **DO NOT** transport an injured participant to a hospital yourself. An emergency vehicle, parent, spouse, or other relative should do this.
- 4) The City of Green Bay does **not** provide accident or hospital insurance for people participating in Department-sponsored activities. *Please do not tell a participant that the Parks, Recreation, and Forestry Department will pay the bill for their injury or emergency transport.* Never imply fault in an incident.
- 5) Please refer all questions to the Risk Management or City Attorney's Office.
- 6) Do not discuss the incident to media, parents, kids, park patrons, or attorneys. Refer these individuals to your Supervisor.

SAFETY & SECURITY CONTINUED

RIGHT TO KNOW

Wisconsin's Right to Know Law requires all employers to inform workers about toxic substances, infectious agents, and pesticides in the workplace. Specific chemical questions should be directed to the Parks Superintendent.

KEYS

Your department keys should be kept with you at all times. **NEVER** give or loan your keys to a child, park patron, or any other individual for any reason.

SAFETY AND HEALTH REGULATIONS

- 1) Are there safety and health regulations that cover the public entity employees?
 - The Wisconsin Department of Commerce oversees Safety and Health Regulations pertaining to public employees.
 - Chapter Comm 32 spells out the Safety and Health Regulations.
 - To find out more about the Department of Commerce, visit their website at:

<http://commerce.wi.gov/SB/SB-HomePage.html>

- 2) Are public entity employees covered by the Federal Occupational Safety and Health Administration's (OSHA) regulations?
 - In Wisconsin public entities/employers are not covered by OSHA, nor are they subject to inspection by OSHA.
 - The Department of Commerce has adopted the July 1, 2003 version of OSHA's regulations and enforces these for public sector employees.

Where else can I get help?

- 1) Employees are always encouraged to seek the assistance of their direct supervisor first, but in the event that you need additional help concerning Occupational Safety and Health issues, you can contact:

City of Green Bay-Risk Management Department

- Coleen Hinz, Safety Manager, 448-3091
- Lori Kroenke, City Nurse, 448-3127

City of Green Bay Safety Manual

The Safety & Security section of the employee manual is designed to provide you with guidelines to make you safer and more effective in your position. A more in-depth City of Green Bay Safety Manual is available. Please contact your supervisor or the Parks, Recreation, & Forestry Department Executive Secretary to obtain a copy.

SAFETY & SECURITY CONTINUED

CITY OF GREEN BAY MOTOR VEHICLE POLICY

All City of Green Bay employees who drive City-owned vehicles should familiarize themselves with the following rules governing the use of City motor vehicles.

1. All employees who use City vehicles must have a current and valid driver's license and an acceptable driving record as determined by the Parks, Recreation, & Forestry Department. It is the employee's responsibility to notify your Supervisor if the employee's driving record and/or license validity has changed. Failure to notify your Supervisor could result in disciplinary action up to and/or including termination from City employment.
2. Only City of Green Bay employees may drive motor vehicles owned by the City of Green Bay.
3. No passengers other than on-duty City of Green Bay employees, interns, and volunteers with completed application may ride in or on any motor vehicle unless the person(s) are authorized to do so by the Department Head to which the vehicle is assigned.
4. All employees who drive City of Green Bay motor vehicles shall do so in a safe and courteous manner as suggested by the approved City of Green Bay Safety Manual.
5. Since City vehicles are easily recognized by citizens and therefore become, with the drivers, a public relations factor, personal use of City vehicles is prohibited.
6. Any change of status regarding an employee's motor vehicle operator's license, permanent suspension, revocation, or restriction code must be reported to an employee's Department Head immediately.
7. Prior to driving any City of Green Bay motor vehicle and every 6 months thereafter, employees shall show their immediate Supervisor their operator's license. The Supervisor shall maintain a written record of each employee's operator license number.
8. Use of City vehicles for travel outside the City limits - it's important to give advance notice of **one week** whenever possible to the Director.
9. **Any accident** involving a City vehicle requires that police come and complete a report (including when out of the City). All accidents must be reported to the Director of Parks, Recreation, & Forestry. See City-owned "Vehicular Accident" form.
10. Check with your Supervisor to see if the truck you may be asked to use requires a commercial driver's license (CDL). Only employees with a valid CDL will be allowed to drive such vehicles.
11. DRIVER will maintain a custom to preserve the inside/outside vehicle appearance after each day's use – sweep and bag loose dirt and garbage from cab.
12. Free windows and mirrors of dirt for clear visibility.
13. Keep loose objects secured to vehicle bed.
14. Driver must turn off engine and keep key in switch at the end of the workday (Park Shop).

SAFETY & SECURITY CONTINUED

VEHICLE MAINTENANCE SCHEDULES

Vehicles will be checked once per week by a Park Maintenance Specialist to ensure no problems are developing: oil, water level, gas, tires, battery level, and overall general condition.

GENERAL RULES OF VEHICLE USE

CITY OF GREEN BAY – SEATBELT LAW POLICY

For all employees driving City vehicles

1. If vehicle has belts installed, you are to wear them.
2. If you are stopped by police and not wearing them and fined – you pay the fine.
3. City vehicles without belts or vehicles with belts on front seat only will not be fitted with restraints as this has been “grandfathered” in.

SUSPICIOUS PACKAGES/BOMB THREATS

Be alert for suspicious packages at your location – something that is out of place. Don’t move or open it. Instead, call your Supervisor.

TAKE ALL THREATS SERIOUSLY!

Always call the police for bomb threats.

Person receiving call should attempt the following:

- keep them on the line as long as possible
- Ask them where the bomb is located, when it will go off, etc.
- identify if caller is male or female
- Any distinguishing characteristics of caller: accent, age, etc.
- listen for background noises

NO TOLERANCE FOR VIOLENCE IN THE WORKPLACE

Employees threatened by co-workers, patrons, or park participants are to report the incident immediately to a supervisor - this includes suspicion of being stalked. In an emergency situation, when an individual is in the position of being harmed, the employee must use their radio to call the police. Keep the radio in your possession until the situation is resolved.

All threats are taken seriously and referred to the Police Department for further evaluation.

FROM THE CITY ATTORNEY

In reviewing claim files, it has come to our attention that some accident reports are not listing the correct name of the City’s insurance administrators. The City’s insurance administrators are as follows:

- **All City Vehicles, Except Transit Vehicles – Cities & Villages Mutual Insurance Company**

I would also ask that any City employees not admit to any fault on their part in any accident or state that the City will pay for any damages.

SAFETY & SECURITY CONTINUED

ACCIDENT/INJURY PROPERTY DAMAGE NOTICE

If someone approaches you (as a City Employee) and asks that “the City” pay for their injury/property damage, you must tell them the following:

Please be advised that although you were injured/had property damage while recreating at a City of Green Bay park site, the City of Green Bay may be immune from liability for your damages by virtue of the Recreational Immunity Statute (sec.895.52, Wis. Stats.). If the Recreational Immunity Statute applies, the City of Green Bay will not pay for your damages.

If you still wish to file a claim with the City, a claim form can be obtained through the City Attorney’s Office by calling (920) 448-3080.

DISCIPLINE

The Site Supervisor will complete an Employee Disciplinary Notice whenever it is felt that discipline action is necessary. This notice is a suggestion to the Administrative Supervisor that discipline action is recommended. Both the employee and Site Supervisor will sign this document. An employee signature does not mean that the employee agrees with the notice; it simply indicates they have read and received a copy of it. This notice will then be forwarded to the Administrative Supervisor for review. The Administrative Supervisor will confirm that the recommended disciplinary action is appropriate: oral, written, or other. The Administrative Supervisor has the right to upgrade or downgrade the original recommended action based on the seriousness of the problem and/or previous employee history. The employee will be advised of the final disciplinary action by written and/or verbal notification. The completed forms will become part of the employee’s personnel file.

**CITY OF GREEN BAY
PARKS AND RECREATION DEPARTMENT**

EMPLOYEE DISCIPLINARY NOTICE

Employee Name: _____

Position Title: _____

Date of Occurrence: _____ Time of Occurrence: _____

Disciplinary action has been initiated against you for the following:

- | | |
|---------------------------------------------------------|-----------------------------------------------------------------------|
| <input type="checkbox"/> Tardiness | <input type="checkbox"/> Use of profanity |
| <input type="checkbox"/> Unexcused absenteeism | <input type="checkbox"/> Failure to perform assigned responsibilities |
| <input type="checkbox"/> Failure to follow instructions | <input type="checkbox"/> Poor performance |
| <input type="checkbox"/> Other - State Reason _____ | |

Give a statement of the facts causing this action. Statement should include dates, times, a description of the misconduct, and names of persons involved or witnesses.

Employee Signature: _____ Date: _____

Site Supervisor Signature: _____ Date: _____

NOTE: Employee signature required. Employee signature merely indicates that they have read and received a copy of the notice, not that they necessarily agree with it. Employees can appeal to the Parks, Recreation, & Forestry Department Director or his/her designee. If employee indicates he/she will not sign this form, the supervisor should inform the employee that failure to do so will result in further disciplinary action up to and including discharge. Employees may be terminated for a single occurrence. Any questions should be referred to your Administrative Supervisor.

FOR ADMINISTRATIVE OFFICE USE ONLY

The above discipline is considered a:

| |
|--------------------------------------------------------------|
| <input type="checkbox"/> Oral Reprimand |
| <input type="checkbox"/> Written Reprimand |
| <input type="checkbox"/> Other (e.g. Suspension/Termination) |

Administrative Supervisor _____ Date _____

RECRUITMENT & SELECTION

EEO STATEMENT

The City of Green Bay is committed to the equality of opportunity for all people. It is the policy of the City of Green Bay to provide equal employment opportunities for all individuals on the basis of their skills, abilities, and qualifications without regard to race, color, national origin, religion, political affiliation, sex, age, disability, marital status, arrest or conviction record, sexual orientation, disabled veteran or covered veteran status, membership in the National Guard or any other reserve component of the United States, State or Military Forces, use or non-use of lawful products off the employer's premises during non-working hours, or any other non-merit factors, except where such factors constitute a bona fide occupational qualification.

PROMOTIONS

Not every division has promotional opportunities; however, there is room for advancement. Some examples include Pool Directors and Bay Beach Supervisors. Generally these positions are filled by experienced employees who possess the skills and abilities to lead others.

WINTER EMPLOYMENT

The Parks, Recreation, & Forestry Department has numerous opportunities for winter employment. Some positions are for a limited length of time or weather-dependent such as: Triangle Hill Facility Attendant or Hockey Rink Supervisor. Other programs run throughout the fall and winter season such as: Lifeguard, Water Aerobics Instructor, Dance Attendant or Instructor, Basketball and Football Officials, Scorer/Timers, Open Gym Supervisors, and so on. Please contact the Administrative Office at 448-3365 for more information regarding winter employment opportunities.

SUMMER EMPLOYMENT

The Parks, Recreation, & Forestry Department also has numerous opportunities for spring/summer employment. These positions include Bay Beach Ride Operators and Cashiers, Pool Lifeguards, Swim Instructors and Attendants, Seasonal Maintenance Employees, Playground Leaders, Wading Pool Attendants, and Softball Supervisors. Please contact the Administrative Office at 448-3365 for more information regarding summer employment opportunities.

RETURNING NEXT SEASON

Most summer seasonal employees and ski hill employees will receive end of season evaluations. In those evaluations, a recommendation is made as to whether the employee will be asked back for the next year. All employees eligible for rehire will receive offer letters and information from the department in March the following year. We do not notify employees who are ineligible for rehire. Fall/winter employees will receive offer letters in July or September, depending on when their program starts. If you have any questions regarding this process, feel free to contact the office at 448-3365.

**TEMPORARY/SEASONAL JOB DESCRIPTION
CASHIER/CONCESSIONAIRE**

I. IDENTIFICATION

Position Title: Cashier/Concessionaire: Bay Beach

Department/Division: Parks, Recreation, & Forestry/Bay Beach

Reports to: Concession Facility Coordinators/Assistant Managers

Pay Grade: A

II. JOB SUMMARY

The Cashier/Concessionaire is responsible for the preparation and sales of any or all food products, souvenirs, admission tickets, or rentals.

III. PRINCIPAL DUTIES AND RESPONSIBILITIES

- Report to work on time in a complete fully cleaned uniform
- Greet customers in a professional manner
- Prepare food according to quality and safety standards
- Maintain accurate cash handling procedures at all times (accept payments and provide correct change).
- Maintain a well-stocked work area.
- Clean concession equipment and related areas to meet strict sanitation standards
- Report anticipated inventory shortages
- Follow rules and regulations
- Other duties as assigned

IV. EDUCATION, EXPERIENCE, AND REQUIREMENTS

- Must be friendly, personable, and neat appearance
- Cash register experience preferred, but not necessary
- Fast food experience preferred, but not necessary
- Be able to work at a fast pace, smile, and be professional
- Customer service training/experience helpful
- Basic math ability to accurately count and handle money
- Ability to follow directions and effectively perform the required work
- Must be able to withstand high temperatures
- Must have the ability to stand, walk, crouch, bend, stoop, kneel and lift occasionally
- Will be required to work various shifts as project and park needs dictate, including nights, weekends, and holidays

**TEMPORARY/SEASONAL JOB DESCRIPTION
RIDE OPERATOR**

I. IDENTIFICATION

Position Title: Bay Beach Ride Operator

Department/Division: Parks, Recreation & Forestry/Bay Beach

Reports to: Ride Facility Coordinators/Assistant Managers

Pay Grade: C

II. JOB SUMMARY

The Facility Attendant: Bay Beach Ride Operator is responsible for supervising, monitoring, and attending to park rides, including boarding and securing passengers, starting rides, and ensuring passengers exit safely.

III. PRINCIPAL DUTIES AND RESPONSIBILITIES

- Report to work on time in a complete fully cleaned uniform
- Maintain a clean work environment inside, and out, of initial area of control
- Perform daily safety inspection of assigned ride.
- Collect admission tickets, tearing them in half.
- Tally the number of participants per ride.
- Safely load all passengers. Operate ride for 2 minutes. Safely unload all passengers.
- Enforce all ride/park rules (explain safety procedures to riders)
- Check height requirements on all guests to ensure compliance with all restrictions.
- Positive interaction with all guests and fellow Team Members
- Other duties as assigned

IV. EDUCATION, EXPERIENCE, AND REQUIREMENTS

- Must be at least 18 years of age as required by Wisconsin statutes
- Experience in working with children preferred.
- Customer service experience helpful
- Must possess a friendly and positive attitude
- Must be able to follow instructions
- Must be able to withstand high temperatures
- Must have the ability to stand, walk, crouch, bend, stoop, kneel and lift occasionally
- Will be required to work various shifts as project and park needs dictate, including nights, weekends, and holidays

BAY BEACH AMUSEMENT PARK CUSTOMER RELATIONS

Listed below are some guidelines to follow when dealing with customers at Bay Beach Amusement Park. It is our goal to provide family entertainment in a safe, courteous, and efficient manner. If the following expectations are not observed, disciplinary actions will be taken:

1. The customer is the most important person in any business.
2. The customer deserves the most courteous and attentive treatment we can give them.
3. Bay Beach Amusement Park depends on high volume and repeat customers. Good service will help maintain and expand our customer base.
4. When we are on the job:
 - a. SMILE!!
 - b. Speak in a courteous tone of voice.
 - c. Treat the customer like you would want to be treated.
 - d. Listen to and act promptly on any complaints.
 - e. Get a supervisor or manager if you cannot handle a customer situation.
 - f. Always keep the safety of a customer a top priority.

If you are not ready to work with customers you may be sent home. All employees are empowered to give complete customer satisfaction on the spot. This means a full refund or replacement of a food item, concession item, or souvenir.

GUESTS WITH SPECIAL NEEDS

Some of our guests may have needs that will affect their use of the park. Brochures are available at ticket windows and Main Pavilion literature rack. This information will assist our guests with special needs in planning an enjoyable visit.

Handicapped Accessible Parking

Parking stalls are located in each parking lot. They are conveniently located and marked by the standard wheelchair symbol/sign.

Access to Main Pavilion

Our Main Pavilion houses basic park services such as restrooms, food, beverages, arcade games, and first aid. Access to the Main Pavilion is gained via entrances on the north and south sides of the building.

Access to Rides

***Please note that some rides will require additional lifting to enter these rides for our wheelchair guests.

Each ride has its own loading and unloading procedures that our ride operators would be happy to explain. In most cases, guests in wheelchairs may join the ride line and enter as usual. If a guest in a wheelchair is unable to wait in line, exit clearance may be granted to that person plus up to three companions to assist in loading and unloading. Guests using an Exit Clearance Pass will be allowed to board the next ride. A pass is available for this at the ticket window. Ride tickets are required for each person participating in the ride. Our ride operators are not permitted to lift or carry a guest from a wheelchair.

The following rides are not recommended for wheelchair guests: Scat, Slide, Tilt-A-Whirl, and Yo-Yo.

Safety is top priority of our entire staff. Ride manufacturers, Safety Inspectors, and Park Management set the guidelines to protect all park guests. Please assist us by using your best judgment as to which rides are safely accessible for our guests with special needs.

INCIDENT AND FIRST AID PROCEDURE

1. If minor injury (scrape, bruise, etc.), let injured person or parent administer first aid. First aid supplies available in all concession areas, kitchen, Slide, Ferris Wheel, and Rangers.
2. For a more severe injury:
 - a. DO NOT MOVE INJURED PERSON
 - b. Call a Facility Coordinator or Manager
 - c. Call 911 immediately if necessary
 - d. If necessary, cover injured person to help reduce shock
 - e. Assist in crowd control to make way for emergency vehicles
3. If you are asked to make a 911 call, give the dispatcher the following information:
 - a. Your name from Bay Beach Amusement Park, 1313 Bay Beach Road
 - b. Injured person is male or female
 - c. Approximate age
 - d. Suspected injury or problem. Are they breathing? Are they conscious?
 - e. Location of injured person
4. Incident report must be filled out and turned in to Manager immediately following incident (Facility Coordinator will complete). See sample form.
5. ***Always make sure to administer first aid according to Blood Borne Pathogens Procedures (use rubber gloves, bio-waste containers, and 10% bleach solution). If you are unsure about administering first aid, call a Facility Coordinator or Manager.
6. Liability - The City of Green Bay does **not** "pay for medical bills or other costs" as a result of injuries or losses to participants in recreational activities. Refer all questions to the manager on duty. Never imply fault in an incident.

BAY BEACH/TRIANGLE SPORTS AREA---EMPLOYEE INJURY PROCEDURE

1. Employee must notify Facility Coordinator or Manager immediately after a work-related injury occurs.
2. First aid shall be provided and rescue squad called if necessary.
3. A complete Employee Injury Report must be filled out by the Facility Coordinator/Assistant Manager/Manager on duty. Witness names and phone numbers should be noted.
4. Employee shall call Risk Management at 448-3125 and/or City Nurse at 448-3127, or pager number 556-7069, to fill out proper insurance, Workmen's Compensation forms.
5. All forms and calls are to be completed within 24 hours of the injury.

If you have questions, see Jason Arnoldi or Britney Burkart-LaBar

BAY BEACH UNIFORM POLICY

This information is given to you in order that all staff working at Bay Beach Amusement Park will be wearing a standardized uniform while on duty. **This uniform policy must be strictly followed. If you arrive for your shift without proper uniform, you will be sent home to change and will not be allowed to punch in for your shift until you are in uniform.** Bay Beach Amusement Park is the premier park for the Green Bay Parks, Recreation, and Forestry Department, and we as staff need to present a professional image to our patrons. **They pay our wages!!!!**

1. All staff shirts must match the current stock. Staff shirts from previous seasons of a different color are not permitted. Staff shirt sleeves may not be rolled up, cut, slashed, etc., and **must be completely tucked in**. You are not allowed to “roll” the bottom hem of your staff shirt over the waistband of your pants. If uniforms are faded, ripped, altered, or discolored, you will be required to purchase new uniforms. Park Managers and Facility Coordinators will determine if a staff shirt is in an unacceptable condition to be worn while on duty. Plain white T-shirts or tank tops must be worn under staff shirts.

Colors for 2018 – Yellow – rides and concession staff

Navy Blue – managers and supervisors

Park Manager and Coordinator staff shirts are different in color in order to help staff assist customers in locating them when needed.

2. Solid color shorts, khaki type material, and jean shorts are acceptable, as well as jeans. Athletic and “sweat” shorts are not allowed. Shorts can be no longer than 1” below the knee or shorter than 6” above the knee. Shorts and pants cannot have holes, stains, or frayed bottoms.
3. Socks must be worn at all times! No shoes with open toes/heels or sandals may be worn. Socks must be visible in your shoes.
4. Staff hats may be worn but must be clean and worn with the brim forward at all times. **Absolutely no bandanas at any time!!** Concession workers are required to wear a staff hat or visor per food safety regulations.
5. Name tag must be worn at all times. Name tags will be part of the uniform purchase.

If you have any questions, please see Jason or Britney.

PAYROLL INFORMATION

1. Employees are paid every two weeks. See appendix for payroll dates.
2. You will be paid for scheduled hours only. Time worked beyond scheduled hours must be approved by a Manager.
3. Seasonal employees will not be scheduled for more than 1,200 hours in a calendar year.

BAY BEACH WORK SCHEDULES

This information is given to you in order that all staff working at Bay Beach Amusement Park understands their expectations for your work schedule.

1. Employees:

- Will be given a copy of their monthly work schedule during full-time operation
- Must check work schedule each day for assignment and responsibilities

2. **It is your responsibility to check your schedule daily and work those assigned hours. Once a schedule is posted, it is your responsibility to find a replacement if you are unable to work an assigned shift.**

3. All schedule changes and requests for time off must be made and approved by Manager.

4. To get paid for any time worked other than scheduled hours, time sheet must be approved and initialed by the Manager.

5. Time off requests:

- **Requested time off** - requests should be given in writing before your monthly schedule is given and must be approved by a Manager. (Example: a family vacation)
 - i. Putting N/A in FinTrac will not qualify for you requesting time off, a written note to a Manager is needed. You will be scheduled four weeks in advance in FinTrac, which will give you enough time to find a replacement.
 - ii. A Manager will work with you on certain situations that arise.
- **Illness** - If you are unable to work your scheduled hours due to illness, you are expected to call the Bay Beach office (391-3690) as soon as possible, prior to the start of your shift. An email or text message is not an acceptable way for calling in for your shift. A Facility Coordinator or Manager may call you during the day to see if a replacement needs to be found for the following day's shift.
- **Rain days** - Whenever possible, rides will remain open. All rides will shut down with visible lightning. In the event of severe weather, ride operators will close their rides (power switches off, power box locked, clicker, ticket box, and maintenance form brought in) and assist in closing other rides.

6. Breaks (all break periods will be assigned by a coordinator):

- Six or more hours are given a half-hour lunch or supper break
- Eight or more hours are given a half-hour lunch or supper break and a 15 minute afternoon break.
- Twelve hours ("All Day") will get two half-hour lunch/supper breaks and a 15-minute afternoon break.
- You must **punch out** and notify a coordinator if leaving park on lunch or supper break.

EMPLOYEE PROCEDURES & RULES

As an employee of the Green Bay Parks, Recreation, & Forestry Department at Bay Beach Amusement Park, you will share the responsibility for maintaining a safe, enjoyable recreation area. If the following expectations are not followed, disciplinary actions will be taken. The following rules and policies have been established to help you serve the public using this facility:

1. Arrive for your shift on time and ready to work.
2. Punch in and out at correct scheduled times.
3. No free food or beverages! Food for employees will be available at a discounted rate.
4. Be polite and courteous at all times. Any questions regarding park policies or customer problems should be referred to the Manager or Facility Coordinator on duty.
5. Only authorized employees are allowed in the kitchen or behind concession counters. On-duty concession employees will wait on you.
6. No personal radios, TVs, or reading allowed on the job. Your undivided attention is to be given to the customer.
7. All personal electronic devices (cell phones, iPods, etc.) must be used on an emergency basis only while you are on duty. Your first priority is customer service and safety! If an emergency arises, Facility Coordinators/Managers are readily accessible to assist. Failure to comply will result in disciplinary action! You are able to call 9-1-1 if needed.
8. No dogs or animals allowed in the park (except "helper" dogs for the disabled).
9. Keep the Facility Coordinators or Manager informed of any needed repairs or maintenance to buildings and/or areas. Dangerous conditions should be reported immediately!
10. Clean-up is everyone's work and must be completed before anyone leaves for the day. A Facility Coordinator will dismiss you when assignments are finished at the end of your shift.
11. **Immediate dismissal** may result for dishonesty, use of or being under the influence of alcoholic beverages or controlled substances on the job, reckless behavior endangering others, or failure to follow any policies, procedures, and rules.

GENERAL RESPONSIBILITIES AT ALL CONCESSION STATIONS

1. Concession employees are responsible for taking and relaying food orders correctly to cut down on waste.
2. Collect the right amount of money for each order, ring it up accurately, and return the correct change, **counting it** back to the customer.
3. Operate equipment by following the correct procedures. Refer to training sheet if unable to remember procedure. It is your responsibility to let a supervisor know if you have not been trained on equipment.
4. Keep work area and machines cleaned to meet strict state sanitation guidelines
5. Wash hands thoroughly throughout the day
6. Display proper customer service skills at all times (CREATE)
 - a. Customer Service:
 - Greet the customer
 - Use a courteous voice
 - Listen to the customer, type in the correct order
 - Give proper change
 - Thank the customer
 - Be able to answer customer questions
 - b. Reliability
 - Show up and be on time for shifts
 - Be ready to work (clean clothes, neat in appearance, and proper work attitude)
 - Complete your assigned tasks
 - c. Efficiency
 - Complete all tasks correctly in a timely manner
 - Complete all tasks in a thorough manner
 - Maintain a high standard
 - d. Accuracy
 - Maintain an accurate drawer
 - Give refunds correctly when applicable
 - Fill orders correctly
 - e. Teamwork
 - Assist fellow employees
 - Share in assigned tasks (Never say, "That's not my job")
 - Take initiative to know what needs to be done and do it
 - Have a good understanding and knowledge of every position
 - Motivate others to complete their tasks
 - f. Environment
 - Keep area physically clean and organized
 - Stay positive and professional
 - Focus on the customer

CREATE a Memorable Experience for our Customers!

GENERAL RESPONSIBILITIES AT ALL RIDE STATIONS

1. No food or beverages allowed on rides.
2. No smoking allowed in "Midway" or on rides.
3. All riders must wear shirts and shoes (exception: small infants do not need to wear shoes). No wet bathing suits.
4. Watch the weather for signs of electrical storms. All rides will close when lightning is visible. Notify a supervisor immediately if lightning was spotted.
5. Operate ride by following the correct procedures. It is your responsibility to let a Facility Coordinator know if you have not been trained or need a refresher on the ride.
6. Preventative maintenance and safety forms must be completed and signed by **all** shift attendants.
7. Sign in and out on operator log sheet; beginning of shift, break, and end of shift.
8. Test runs must be completed prior to opening for the day, following rain, and performed maintenance.
9. Clean and polish ride daily
10. All riders need a ticket no matter what age.
11. Fasten chain or buckle on seats where appropriate.
12. Never start ride until exit and entrance gates are closed. **DOUBLE CHECK GATES.**
13. Spectators standing around rides must stay outside of fences or chained area. No strollers or wagons permitted inside fence. Be especially alert for children wandering into ride area while in operation.
14. Never run a ride with a partial load on a busy day.
15. The operator must warn the riders when the ride will start.
16. Watch riders very carefully - keep hands and feet inside car seat or bucket. NO STANDING when ride is in operation.
17. Do not leave your assigned ride. One person must always be at the power switch when ride is in operation.
18. NO FREE RIDES or refunds. Any unused tickets may be used during another season if admission is the same.
19. All riders must have appropriate Bay Beach ticket. Pocketing tickets instead of tearing them in half will result in immediate dismissal.
20. Be accurate with tally counter.
21. Notify Facility Coordinator of any unusual noises, breakdowns, or unusual activity immediately.
22. Make sure ride power, entrance gates, and exit gates are locked at the close of the day.
23. Bring all lost and found items to the main ticket window at end of shift, or give to Facility Coordinator.

HEIGHT AND/OR AGE REQUIREMENTS FOR SPECIFIC RIDES

BOATS, JEEPS, LADY BUGS, RACE CARS, SKY FIGHTER, AND GRANNY BUGS

1. All riders must be able to sit up on their own.
2. All riders must be shorter than 50 inches to ride. **NO EXCEPTIONS**

CHAIRPLANE

1. All riders must be between 36-42 inches to ride. **NO EXCEPTIONS**

MERRY-GO-ROUND, HELICOPTERS, TRAIN

1. All riders must be able to sit up on their own if going alone
2. Parents can ride with child

SLIDE

1. 48 inches or less must ride with an adult – **NO EXCEPTIONS**
2. **No riders** under the age of **2 years** allowed

BUMPER CARS

1. Riders must be 48 inches to ride with an adult – **NO EXCEPTIONS**
2. Riders must be 54 inches to drive alone.

YO-YO

1. Riders must be 42 inches to ride.
2. Observe the 220 lb. weight limit.
3. All riders must be able to sit upright and hold on to the lap bar. Persons who cannot be properly secured are not permitted to ride. **NO EXCEPTIONS!**

ROCKING TUG

1. Riders must be 42 inches to ride with an adult – **NO EXCEPTIONS**
2. **No riders** under the age of **2 years** allowed.
3. All riders must be able to sit upright and hold on to the lap bar. Persons who cannot be properly secured are not permitted to ride. **NO EXCEPTIONS!**

SCRAMBLER

1. 42 inches or less must ride with an adult.
2. **No riders** under the age of **2 years** allowed.

TILT-A-WHIRL

1. 46 inches or less must be accompanied by an adult.
2. **No riders** under the age of **2 years** allowed.
3. All riders must be able to sit upright and hold on to the lap bar. Persons who cannot be properly secured are not permitted to ride. **NO EXCEPTIONS!**

BAY BEAST

1. Riders must be 36 inches to ride with an adult (must sit next to each other).
2. All riders must be 44 inches tall to ride alone.
3. All riders must be able to sit upright and hold on to the lap bar. Persons who cannot be properly secured are not permitted to ride. **NO EXCEPTIONS!**

SEA DRAGON

1. All riders must be 48 inches to ride. **NO EXCEPTIONS!**
2. All riders must be able to sit upright and hold on to the lap bar. Persons who cannot be properly secured are not permitted to ride. **NO EXCEPTIONS!**

FALLING STAR

1. All riders must be 42 inches tall to ride. **NO EXCEPTIONS!**
2. All riders must be able to sit upright and hold on to the lap bar. Persons who cannot be properly secured are not permitted to ride. **NO EXCEPTIONS!**

SCAT

1. All riders must be 48 inches to ride. **NO EXCEPTIONS!**
2. All riders must be able to stand upright. Persons who cannot be properly secured are not permitted to ride. **NO EXCEPTIONS!**

FERRIS WHEEL

1. Riders under 8 years **must** be accompanied by an adult.

ZIPPIN PIPPIN

1. All riders must be 48 inches tall to ride. **NO EXCEPTIONS!**
2. All riders must be able to stand upright. Persons who cannot be properly secured are not permitted to ride. **NO EXCEPTIONS!**

PHONE NUMBERS

| | |
|--------------------------------|----------|
| BAY BEACH OFFICE | 391-3690 |
| PARK OFFICE (CITY HALL) | 448-3365 |
| BAY BEACH SHELTER RESERVATIONS | 448-3365 |

VISITOR INFORMATION

A display rack is located inside main pavilion near front doors.

Water Fountains

- Shelters 1 & 2
- White building at west end of park near gravel parking lot
- Inside Main Pavilion

Restrooms

- Main Pavilion
- Shelters 1 & 2
- Shelters 6 & 7
- White building at west end of park near gravel parking lot

Brief Park History & Information

- 1892 Bay Beach opens (9th oldest Amusement Park)
- 1909 Main Pavilion built
- 1920 Park donated to City by Rahr family
- 1950s Rides start
- 23 rides are the main attractions
- Picnic shelters and dance hall available for rent

Ticket Purchase

- White building near main parking lot (east side of park near Scrambler)
- Near Zippin Pippin and Grill (west side of park)

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**GREEN BAY PARKS, RECREATION, & FORESTRY DEPARTMENT
2018 PAYROLL DATES**

| PAYROLL NUMBER | PAY PERIOD | DATE DUE | CHECK DATE |
|---------------------------|-------------------------------|-----------------|-------------------|
| #1 | December 10 – December 23 | December 26 | January 4, 2018 |
| #2 | December 24 - January 6, 2018 | January 8 | January 18 |
| #3 | January 7 – January 20 | January 22 | February 1 |
| #4 | January 21 - February 3 | February 5 | February 15 |
| #5 | February 4– February 17 | February 19 | March 1 |
| #6 | February 18 – March 3 | March 5 | March 15 |
| #7 | March 4 – March 17 | March 19 | March 29 |
| #8 | March 18 – March 31 | April 2 | April 12 |
| #9 | April 1 – April 14 | April 16 | April 26 |
| #10 | April 15 – April 28 | April 30 | May 10 |
| #11 | April 29 – May 12 | May 14 | May 24 |
| #12 | May 13 – May 26 | May 28 | June 7 |
| #13 | May 27 - June 9 | June 11 | June 21 |
| #14 | June 10 – June 23 | June 25 | July 5 |
| #15 | June 24 - July 7 | July 9 | July 19 |
| #16 | July 8 – July 21 | July 23 | August 2 |
| #17 | July 22- August 4 | August 6 | August 16 |
| #18 | August 5 – August 18 | August 20 | August 30 |
| #19 | August 19 - September 1 | September 4 | September 13 |
| #20 | September 2 – September 15 | September 17 | September 27 |
| #21 | September 16 - September 29 | October 1 | October 11 |
| #22 | September 30 – October 13 | October 15 | October 25 |
| #23 | October 14 – October 27 | October 29 | November 8 |
| #24 | October 28 – November 10 | November 12 | November 22 |
| #25 | November 11 – November 24 | November 26 | December 6 |
| #26 | November 25– December 8 | December 10 | December 20 |
| #1 (2019) | December 9-December 22 | December 24 | January 3 |

The Parks, Recreation, & Forestry Department is in the B1 cycle.

I, _____, have read this manual and agree to
PRINT NAME

follow the rules and procedures contained within it. I also understand that I must follow
all City of Green Bay Parks, Recreation, and Forestry Department rules and regulations
while I'm on duty.

Signed

Date

Please complete this form and return it to your Supervisor.